

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	4.93	17.81		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	11.03	13.39		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	5.32		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	44.69		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	0.02	6.94		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	11.50		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	0.00%	7.19%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	5.04%		Insufficient Sample
% Repeat Reports - DDS	n/a	3.57%		Insufficient Sample
% Repeat Reports - DS1	n/a	n/a		Insufficient Sample
% Repeat Reports - DS3	n/a	n/a		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.39%	4.01%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.94%	6.78%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.35%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	0.00%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval	n/a	2.24		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	2.39%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	1.06%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	0.79%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.40%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	7.79		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	6.46%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	5.67%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	18.96		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	7.01		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	14.55		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	9.95		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	92.33%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 8.0 dB Loop With Test Access	7.70			Insufficient Sample
Average Installation Interval (Days) - 5.0 dB Loop With Test Access	7.00			Insufficient Sample
Average Installation Interval (Days) - BRI Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop With Test Access	1.50			Insufficient Sample
% Installations Completed Within 3 Days - 8.0 dB Loop With Test Access	29.63%			Insufficient Sample
% Installations Completed Within 3 Days - 5.0 dB Loop With Test Access	0.00%			Insufficient Sample
% Installations Completed Within 3 Days - BRI Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 2 Days - DS1 Loop With Test Access	100.00%			Insufficient Sample
	CLEC	SWBT	Z VALUE	
% SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	0.00%	0.62%	-0.70	
% SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	1.56%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	n/a	3.34		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop With Test Access	0.00%	0.08%	-0.25	
Percent SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop With Test Access	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 8.0 dB Loop With Test Access	0.00%	0.21%	-0.41	
% SWBT Missed Due Dates Due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 8.0 dB Loop With Test A	n/a	1.65%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 5.0 dB Loop With Test A	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 8.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 5.0 dB Loop With Test A	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	8.13		Insufficient Sample
Average Delay Days due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 8.0 dB Loop With Test Access	3.85%	1.76%	1.40	Under Investigation
% Trouble Reports on N,T,C Orders within 30 days - 5.0 dB Loop With Test Access	n/a	0.77%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 Days - DS1 Loop With Test Access	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - 8.0 dB Loop With Test Access	1.39%	1.80%		Insufficient Sample
Trouble Report Rate (%) - 5.0 dB Loop With Test Access	0.34%	4.01%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop With Test Access	3.42%	0.00%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	50.00%	6.46%		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	10.96	16.14		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	33.30	17.81		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	4.39	n/a		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	1.58	8.85		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	1.55	44.69		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	1.58	n/a		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	50.00%	92.33%		Insufficient Sample
% Repeat Reports - 8.0 dB Loop With Test Access	0.00%	7.69%		Insufficient Sample
% Repeat Reports - 5.0 dB Loop With Test Access	0.00%	7.19%		Insufficient Sample
% Repeat Reports - DS1 Loop With Test Access	0.00%	n/a		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.04%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.43%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.83%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.09%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	58.4%	-18.13	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	58.4%	-20.04	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	36.70		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	36.70		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - CLEC to SWBT Trunking	0.0%	32.5%	-13.03	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	32.5%	-14.49	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	0.48	10.20		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	0.78	10.20		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	100.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	100.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days of Installation	n/a			
Percent Missed Due Dates	n/a			

POTS - Provisioning				
	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval - Field Work - Residence	2.21	2.44	-1.29	
Mean Installation Interval - Field Work - Business	2.56	3.24	-0.78	
Mean Installation Interval - No Field Work - Residence	0.03	0.65	-20.43	
Mean Installation Interval - No Field Work - Business	0.23	0.87	-1.80	
% Installations Completed Within in 5 Days - Field Work - Residence	97.80%	95.94%	-1.40	
% Installations Completed Within in 5 Days - Field Work - Business	100.00%	94.05%	-2.48	
% Installations Completed Within in 3 Days - No Field Work - Residence	100.00%	98.45%	-7.22	
% Installations Completed Within in 3 Days - No Field Work - Business	100.00%	96.63%	-1.73	
% SWBT Caused Missed Due Dates - Field Work - Residence	3.75%	3.07%	0.63	
% SWBT Caused Missed Due Dates - Field Work - Business	1.53%	2.25%	-0.55	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.04%	0.01%	1.38	Under Investigation
% SWBT Caused Missed Due Dates - No Field Work - Business	0.38%	0.64%	-0.92	
Average Delay Days SWBT Caused Missed Due Dates - Residence	2.00	3.27		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.00	2.09		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.00%	0.00	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.05%	-0.25	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	-0.23	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.03%	-0.52	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.12%	1.88%	-0.91	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	0.94%	-1.11	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	4.88%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	3.33	4.35		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	6.54		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	2.62%	4.28%	-1.33	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	2.29%	-1.75	
% Trouble Reports within 10 Days - No Field Work - Residence	1.59%	2.15%	-2.66	
% Trouble Reports within 10 Days - No Field Work - Business	1.01%	1.69%	-1.46	
POTS - Maintenance				
	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - Residence	2.37%	2.28%	0.63	
Trouble Report Rate (%) - Business	0.76%	1.10%	-3.22	
% Missed Repair Commitments - Dispatch - Residence	3.77%	5.89%	-1.54	
% Missed Repair Commitments - Dispatch - Business	0.00%	9.79%	-2.67	
% Missed Repair Commitments - No Dispatch - Residence	11.43%	6.52%	1.17	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	36.67%	18.96%	2.42	Under Investigation
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	18.83	25.12	-1.08	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	11.20	17.23		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	5.82	12.39		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	18.33	16.55		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	17.92	18.18	-0.21	
Receipt To Clear Duration - Out of Service - Dispatch - Business	10.71	12.55	-0.69	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	13.23	11.14		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	18.53	11.91		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	83.91%	86.38%	1.08	
% Out of Service (OOS) <24 Hours - Business	92.19%	90.35%	-0.49	Under Investigation
% Repeat Reports - Residence	7.82%	8.54%	-0.40	
% Repeat Reports - Business	2.78%	7.15%	-1.43	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval - VGPL	4.11			Insufficient Sample
Average Installation Interval - ISDN	22.48			Insufficient Sample
Average Installation Interval - DDS	22.00			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	47.83%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	0.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	2.02%	-1.11	
% SWBT Caused Missed Due Dates - ISDN	2.15%	0.25%	2.11	Under Investigation
% SWBT Caused Missed Due Dates - DDS	0.00%	4.28%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	100.00%	33.33%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	14.50	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	21.00	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	0.00	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%	0.00	
% SWBT Caused Missed Due Dates > 30 Days - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	0.00	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	1.08%	0.00%	2.06	Under Investigation
% SWBT Missed Due Dates due to Lack of Facilities - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	1.34%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	1.85%	-1.29	
% Trouble Report within 30 Days - DDS	0.00%	0.18%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	5.25	6.38		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	2.47	7.61		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	12.18	5.64		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	4.79		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	23.69		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	4.68	8.18		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	50.67	4.15		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	1.98	6.20		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	5.50	54.67		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	24.55		Insufficient Sample
% Repeat Reports - VGPL	0.00%	3.94%		Insufficient Sample
% Repeat Reports - ISDN	50.00%	6.82%		Insufficient Sample
% Repeat Reports - DDS	0.00%	4.49%		Insufficient Sample
% Repeat Reports - DS1	0.00%	9.52%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.66%	1.98%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	1.02%	5.06%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	33.33%	0.38%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	20.00%	27.81%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	75.68%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval	n/a	2.23		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	1.85%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	1.03%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	1.06%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.00%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	4.43		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	6.45%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	7.96%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	24.19		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	12.84		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	17.26		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	11.23		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	86.99%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 8.0 dB Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - 5.0 dB Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - BRI Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 3 Days - 8.0 dB Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 3 Days - 5.0 dB Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 3 Days - BRI Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 2 Days - DS1 Loop With Test Access	n/a			Insufficient Sample
	CLEC	SWBT	Z VALUE	
% SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	n/a	0.41%		Insufficient Sample
% SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	2.02%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	33.33%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	n/a	2.89		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop With Test Access	n/a	0.01%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop With Test Access	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop With Test Access	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	0.19%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop With Test Access	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 8.0 dB Loop With Test A	n/a	0.88%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 5.0 dB Loop With Test A	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 8.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 5.0 dB Loop With Test A	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	4.74		Insufficient Sample
Average Delay Days due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 8.0 dB Loop With Test Access	n/a	2.29%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 5.0 dB Loop With Test Access	n/a	1.34%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 Days - DS1 Loop With Test Access	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - 8.0 dB Loop With Test Access	n/a	1.97%		Insufficient Sample
Trouble Report Rate (%) - 5.0 dB Loop With Test Access	n/a	1.98%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop With Test Access	0.00%	27.81%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	6.45%		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	n/a	19.65		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	6.38		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	4.79		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	n/a	11.93		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	8.18		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	54.67		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	86.99%		Insufficient Sample
% Repeat Reports - 8.0 dB Loop With Test Access	n/a	8.33%		Insufficient Sample
% Repeat Reports - 5.0 dB Loop With Test Access	n/a	3.94%		Insufficient Sample
% Repeat Reports - DS1 Loop With Test Access	n/a	9.52%		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	2.67%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.77%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.08%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.01%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	2.63%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	n/a	69.6%		Insufficient Sample
Percent Missed Due Dates - SWBT to CLEC Trunking	48.5%	69.6%	-8.22	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	45.51		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	50.65	45.51	0.91	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	n/a	21.4%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	48.0%	21.4%	10.65	Under Investigation
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	702.41		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	2.87	702.41		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	n/a	40.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	40.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days of Installation	n/a			
Percent Missed Due Dates	n/a			

POTS - Provisioning				
	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval - Field Work - Residence	3.66	4.24	-3.67	
Mean Installation Interval - Field Work - Business	3.36	3.70	-1.13	
Mean Installation Interval - No Field Work - Residence	0.08	0.60	-21.32	
Mean Installation Interval - No Field Work - Business	0.40	0.64	-2.08	
% Installations Completed Within in 5 Days - Field Work - Residence	90.71%	84.81%	-3.94	
% Installations Completed Within in 5 Days - Field Work - Business	93.84%	90.35%	-1.69	
% Installations Completed Within in 3 Days - No Field Work - Residence	100.00%	97.33%	-9.71	
% Installations Completed Within in 3 Days - No Field Work - Business	100.00%	97.75%	-2.33	
% SWBT Caused Missed Due Dates - Field Work - Residence	4.07%	7.93%	-3.83	
% SWBT Caused Missed Due Dates - Field Work - Business	4.26%	5.70%	-0.98	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.02%	0.05%	-1.31	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.62%	0.34%	1.74	Feb98; Apr-Dec98 in Parity
Average Delay Days SWBT Caused Missed Due Dates - Residence	3.40	4.51		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	7.20	3.59		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.07%	-0.70	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.01%	-0.19	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	-0.53	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.03%	-0.64	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	2.71%	5.83%	-3.57	
% SWBT Missed Due Dates due to Lack of Facilities - Business	2.33%	3.94%	-1.32	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	1.03%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	0.35%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	4.95	7.30		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	6.83	7.19		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	5.29%	4.55%	0.94	
% Trouble Reports within 10 Days - Field Work - Business	2.71%	2.14%	0.62	
% Trouble Reports within 10 Days - No Field Work - Residence	1.88%	1.79%	0.69	
% Trouble Reports within 10 Days - No Field Work - Business	1.31%	1.40%	-0.27	
POTS - Maintenance				
	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - Residence	2.25%	2.31%	-0.80	
Trouble Report Rate (%) - Business	0.61%	1.14%	-9.86	
% Missed Repair Commitments - Dispatch - Residence	2.99%	6.84%	-4.62	
% Missed Repair Commitments - Dispatch - Business	7.41%	7.17%	0.13	
% Missed Repair Commitments - No Dispatch - Residence	6.57%	5.18%	1.03	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	16.84%	16.03%	0.21	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	39.66	54.53	-3.05	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	24.04	20.12	0.83	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	37.14	26.63	1.81	Under Investigation
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	23.67	24.70	-0.16	
Receipt To Clear Duration - Out of Service - Dispatch - Residence	20.62	21.18	-0.63	
Receipt To Clear Duration - Out of Service - Dispatch - Business	15.82	13.62	1.33	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	13.46	12.61	0.65	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	12.57	14.91	-0.68	
% Out of Service (OOS) <24 Hours - Residence	86.32%	87.09%	0.67	
% Out of Service (OOS) <24 Hours - Business	89.86%	90.20%	0.16	
% Repeat Reports - Residence	6.89%	9.21%	-2.40	
% Repeat Reports - Business	6.69%	8.00%	-0.73	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval - VGPL	4.86			Insufficient Sample
Average Installation Interval - ISDN	6.23			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	15.71			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	57.14%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	48.30%	10.41%	12.57	Mar-May98;Jul-Nov98 in Parity
% SWBT Caused Missed Due Dates - ISDN	25.00%	6.31%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	2.06%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	8.60%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	0.00%	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	10.92	3.43	3.17	Under Investigation
Average Delay days for SWBT Caused Missed Due Dates -ISDN	3.25	12.38		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	8.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	16.50		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	0.00	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.16%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	1.08%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	1.43%	-1.60	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	1.29%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.04%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	4.30%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	7.14%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	37.50%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	4800.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	25.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	7.14%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	3.43		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	12.38		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	8.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	16.50		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	1.92%	-0.98	
% Trouble Report within 30 Days - ISDN	14.29%	5.87%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.09%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	6.59%		Insufficient Sample
% Trouble Report within 30 Days - DS3	0.00%	0.00%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	15.57	26.45		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	10.98	7.62		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	6.02		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	118.78		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	1.29	38.66		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	3.38	1.73		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	3.81		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	35.91		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	9.73		Insufficient Sample
% Repeat Reports - VGPL	0.00%	2.23%		Insufficient Sample
% Repeat Reports - ISDN	18.18%	5.47%		Insufficient Sample
% Repeat Reports - DDS	n/a	4.00%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.69%		Insufficient Sample
% Repeat Reports - DS3	n/a	2.22%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.22%	2.54%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	1.89%	5.46%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.20%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	41.47%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	0.00%	145.16%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval	1.00	2.97		Insufficient Sample
Percent SWBT Caused Missed Due Dates	100.00%	4.11%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	0.00%	2.94%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	0.64%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.00%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	6.98		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	6.90%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	6.61%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	49.18		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	26.36		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	19.71		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	12.90		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	87.65%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 8.0 dB Loop With Test Access	9.91			Insufficient Sample
Average Installation Interval (Days) - 5.0 dB Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - BRI Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop With Test Access	16.10			Insufficient Sample
% Installations Completed Within 3 Days - 8.0 dB Loop With Test Access	4.55%			Insufficient Sample
% Installations Completed Within 3 Days - 5.0 dB Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 3 Days - BRI Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 2 Days - DS1 Loop With Test Access	0.00%			Insufficient Sample
	CLEC	SWBT	Z VALUE	
% SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	3.33%	0.87%	1.46	Under Investigation
% SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	10.41%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop With Test Access	60.00%	8.60%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	2.00	4.26		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	3.43		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop With Test Access	23.00	16.50		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop With Test Access	0.00%	0.01%	-0.06	
Percent SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop With Test Access	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop With Test Access	20.00%	1.08%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 8.0 dB Loop With Test Access	0.00%	0.58%	-0.42	
% SWBT Missed Due Dates Due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	1.43%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop With Test Access	10.00%	4.30%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 8.0 dB Loop With Test A	n/a	0.88%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 5.0 dB Loop With Test A	n/a	7.14%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop With Test Acc	0.00%	25.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 8.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 5.0 dB Loop With Test A	n/a	7.14%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop With Test Acc	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	7.27		Insufficient Sample
Average Delay Days due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	3.43		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop With Test Access	16.00	16.50		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 8.0 dB Loop With Test Access	0.00%	1.97%	-0.78	
% Trouble Reports on N,T,C Orders within 30 days - 5.0 dB Loop With Test Access	n/a	1.92%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 Days - DS1 Loop With Test Access	10.00%	6.59%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - 8.0 dB Loop With Test Access	0.66%	1.96%		Insufficient Sample
Trouble Report Rate (%) - 5.0 dB Loop With Test Access	2.78%	2.54%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop With Test Access	3.45%	41.47%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	50.00%	6.90%		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	26.98	28.92		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	6.18	26.45		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	118.78		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	1.15	17.92		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	38.66		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	0.59	35.91		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	50.00%	87.65%		Insufficient Sample
% Repeat Reports - 8.0 dB Loop With Test Access	100.00%	8.99%		Insufficient Sample
% Repeat Reports - 5.0 dB Loop With Test Access	0.00%	2.23%		Insufficient Sample
% Repeat Reports - DS1 Loop With Test Access	0.00%	0.69%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	1.39%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.02%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.04%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.10%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	7.5%	27.2%	-12.30	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	27.2%	-5.77	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	6.60	15.51	-7.06	
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	15.51		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	8.2%	-16.25	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	8.2%	-2.90	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	10.03	n/a		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	66.7%	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	n/a	n/a		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days of Installation	n/a			
Percent Missed Due Dates	n/a			

POTS - Provisioning				
	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval - Field Work - Residence	2.54	3.04	-7.21	
Mean Installation Interval - Field Work - Business	2.50	3.20	-3.14	
Mean Installation Interval - No Field Work - Residence	0.05	0.49	-20.12	
Mean Installation Interval - No Field Work - Business	0.39	0.75	-2.47	
% Installations Completed Within in 5 Days - Field Work - Residence	96.26%	93.56%	-3.86	
% Installations Completed Within in 5 Days - Field Work - Business	96.36%	92.44%	-2.67	
% Installations Completed Within in 3 Days - No Field Work - Residence	100.00%	98.71%	-8.20	
% Installations Completed Within in 3 Days - No Field Work - Business	100.00%	97.51%	-2.24	
% SWBT Caused Missed Due Dates - Field Work - Residence	5.71%	9.43%	-4.80	
% SWBT Caused Missed Due Dates - Field Work - Business	5.08%	5.53%	-0.42	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.06%	0.15%	-3.03	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.07%	0.43%	-3.00	
Average Delay Days SWBT Caused Missed Due Dates - Residence	4.00	6.30		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.75	3.70		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.04%	-0.81	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.07%	-0.56	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.01%	-1.06	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.02%	-0.70	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	3.80%	6.36%	-3.95	
% SWBT Missed Due Dates due to Lack of Facilities - Business	3.39%	4.38%	-1.04	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	0.23%	-0.36	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	1.53%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.06%	-0.18	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	4.02	3.91	0.17	
Average Delay Days due to Lack of Facilities - Business	2.94	5.42		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.55%	4.45%	0.18	
% Trouble Reports within 10 Days - Field Work - Business	1.06%	2.29%	-1.77	
% Trouble Reports within 10 Days - No Field Work - Residence	1.59%	1.71%	-1.14	
% Trouble Reports within 10 Days - No Field Work - Business	1.31%	1.75%	-1.77	
POTS - Maintenance				
	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - Residence	2.24%	2.42%	-2.97	
Trouble Report Rate (%) - Business	0.85%	1.16%	-7.09	
% Missed Repair Commitments - Dispatch - Residence	5.82%	7.13%	-1.92	
% Missed Repair Commitments - Dispatch - Business	7.66%	7.91%	-0.20	
% Missed Repair Commitments - No Dispatch - Residence	21.76%	10.02%	8.12	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	26.56%	27.54%	-0.29	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	24.58	31.62	-2.58	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	15.61	11.39	1.80	Under Investigation
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	24.90	20.19	1.16	First Month Out of Parity; Insufficient Sample May98&Aug98
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	64.51	22.59	3.88	First Month Out of Parity; Insufficient Sample Before Jan99
Receipt To Clear Duration - Out of Service - Dispatch - Residence	16.36	19.52	-4.25	
Receipt To Clear Duration - Out of Service - Dispatch - Business	14.82	9.70	3.83	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	14.72	13.05	1.30	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Business	13.38	11.86	0.50	
% Out of Service (OOS) <24 Hours - Residence	88.06%	87.28%	-0.83	
% Out of Service (OOS) <24 Hours - Business	93.33%	94.63%	1.18	Feb-Jul98 in Parity
% Repeat Reports - Residence	7.43%	8.17%	-1.02	
% Repeat Reports - Business	7.63%	7.09%	0.45	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval - VGPL	6.56			Insufficient Sample
Average Installation Interval - ISDN	9.18			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	18.00			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	97.09%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	88.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	6.32%	4.41%	1.52	Under Investigation
% SWBT Caused Missed Due Dates - ISDN	17.39%	3.32%	5.78	Jan-Oct98 in Parity
% SWBT Caused Missed Due Dates - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	10.64	13.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	2.75	32.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.06%	0.00	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.08%	-0.23	
% SWBT Caused Missed Due Dates > 30 Days - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.54%	-1.38	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	1.61%	0.08%	3.04	Under Investigation
% SWBT Missed Due Dates due to Lack of Facilities - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	11.11%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	0.00%	100.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	13.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	32.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	3.77%	-1.30	
% Trouble Report within 30 Days - ISDN	26.19%	9.23%	3.61	Frist Month Out of Parity
% Trouble Report within 30 Days - DDS	0.00%	0.32%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	2.17%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	3.87	5.36		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	4.84	19.19		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	9.65	10.60		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	35.89		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	1.50	20.47		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	1.74	17.64		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	72.33		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	48.26		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	16.88		Insufficient Sample
% Repeat Reports - VGPL	16.67%	3.37%	4.93	Under Investigation
% Repeat Reports - ISDN	24.14%	6.19%		Insufficient Sample
% Repeat Reports - DDS	0.00%	3.09%		Insufficient Sample
% Repeat Reports - DS1	n/a	2.77%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.75%	3.47%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	2.76%	5.11%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	2.63%	0.39%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	68.82%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	56.52%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval	1.86	2.48	-7.97	
Percent SWBT Caused Missed Due Dates	5.91%	5.58%	0.53	
Percent SWBT Missed Due Dates due to Lack of Facilities	0.00%	3.65%	-7.42	
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	0.57%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.06%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	4.28		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
% Missed Repair Commitments - Dispatch	17.91%	7.27%	3.35	Under Investigation
% Missed Repair Commitments - No Dispatch	16.05%	12.65%	1.01	Under Investigation
Receipt To Clear Duration - Affecting Service - Dispatch	38.00	28.61		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	35.62	20.61	2.19	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch	19.14	17.56	0.46	
Receipt To Clear Duration - Out of Service - No Dispatch	12.10	12.89		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	77.14%	88.70%	3.05	Under Investigation

Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 8.0 dB Loop With Test Access	8.57			Insufficient Sample
Average Installation Interval (Days) - 5.0 dB Loop With Test Access	12.29			Insufficient Sample
Average Installation Interval (Days) - BRI Loop With Test Access	4.00			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop With Test Access	10.00			Insufficient Sample
% Installations Completed Within 3 Days - 8.0 dB Loop With Test Access	1.44%		95.49	Under Investigation
% Installations Completed Within 3 Days - 5.0 dB Loop With Test Access	28.57%			Insufficient Sample
% Installations Completed Within 3 Days - BRI Loop With Test Access	0.00%			Insufficient Sample
% Installations Completed Within 2 Days - DS1 Loop With Test Access	0.00%			Insufficient Sample

	CLEC	SWBT	Z VALUE	
% SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	0.00%	1.06%	-2.72	
% SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	0.00%	4.41%	-1.20	
% SWBT Caused Missed Due Dates - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	n/a	5.94		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	13.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop With Test Access	0.00%	0.01%	-0.29	
Percent SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop With Test Access	0.00%	0.06%	-0.14	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 8.0 dB Loop With Test Access	0.00%	0.63%	-2.09	
% SWBT Missed Due Dates Due to Lack of Facilities - 5.0 dB Loop With Test Access	0.00%	0.54%	-0.41	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 8.0 dB Loop With Test A	n/a	0.53%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 5.0 dB Loop With Test A	n/a	11.11%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 8.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 5.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	4.26		Insufficient Sample
Average Delay Days due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	13.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 8.0 dB Loop With Test Access	6.10%	1.94%	7.90	Under Investigation
% Trouble Reports on N,T,C Orders within 30 days - 5.0 dB Loop With Test Access	22.58%	3.77%	5.12	Under Investigation
% Trouble Reports on N,T,C Orders within 30 Days - DS1 Loop With Test Access	0.00%	2.17%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - 8.0 dB Loop With Test Access	2.80%	2.02%		Insufficient Sample
Trouble Report Rate (%) - 5.0 dB Loop With Test Access	8.24%	3.47%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop With Test Access	0.00%	68.82%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	86.01%	7.27%		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	7.83	21.28	-3.23	
Mean Time to Restore - 5.0 dB Loop With Test Access	5.75	5.36		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	35.89		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	2.13	15.77		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	1.68	20.47		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	48.26		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	13.99%	88.70%	-32.23	
% Repeat Reports - 8.0 dB Loop With Test Access	16.38%	7.96%	3.34	Under Investigation
% Repeat Reports - 5.0 dB Loop With Test Access	0.00%	3.37%		Insufficient Sample
% Repeat Reports - DS1 Loop With Test Access	n/a	2.77%		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	12.46%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.23%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	3.28%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	1.41%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.01%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.67%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	14.2%	24.1%	-16.25	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	24.1%	-15.27	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	16.06	53.84	-22.13	
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	53.84		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	3.9%	17.3%	-26.10	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	17.3%	-12.43	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	4.85	895.87		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	4.09	895.87		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	90.0%	0.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	0.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days of Installation	n/a			
Percent Missed Due Dates	n/a			

POTS - Provisioning				
	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval - Field Work - Residence	2.85	3.46	-5.21	Feb-Jun98;Aug-Oct98;Dec98 in Parity
Mean Installation Interval - Field Work - Business	3.69	3.19	2.14	
Mean Installation Interval - No Field Work - Residence	0.05	0.47	-19.26	
Mean Installation Interval - No Field Work - Business	0.43	0.71	-1.52	
% Installations Completed Within in 5 Days - Field Work - Residence	95.70%	92.70%	-3.79	Mar-Apr98;Jun-Oct98;Dec98 in Parity
% Installations Completed Within in 5 Days - Field Work - Business	84.54%	91.43%	4.74	
% Installations Completed Within in 3 Days - No Field Work - Residence	100.00%	99.04%	-8.32	
% Installations Completed Within in 3 Days - No Field Work - Business	100.00%	97.20%	-2.71	
% SWBT Caused Missed Due Dates - Field Work - Residence	10.50%	10.46%	0.04	Under Investigation
% SWBT Caused Missed Due Dates - Field Work - Business	15.55%	8.21%	5.55	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.04%	0.12%	-2.94	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.13%	0.23%	-0.78	
Average Delay Days SWBT Caused Missed Due Dates - Residence	3.15	6.15		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	7.50	4.07		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.23%	0.20%	0.26	Feb-Jun98;Aug-Sep98 in Parity
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.43%	0.14%	1.60	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.01%	-0.94	Feb-Nov98 in Parity
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.07%	0.01%	1.50	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	8.48%	8.63%	-0.19	Mar-Apr98;Jun-98;Aug-Dec98 in Parity
% SWBT Missed Due Dates due to Lack of Facilities - Business	13.82%	6.82%	5.75	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	2.75%	2.19%	0.39	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	1.56%	1.77%	-0.12	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.36%	-0.62	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%	0.00	
Average Delay Days due to Lack of Facilities - Residence	4.90	6.42	-0.91	
Average Delay Days due to Lack of Facilities - Business	7.16	5.41	1.76	Under Investigation
% Trouble Reports within 10 Days - Field Work - Residence	6.77%	5.73%	1.55	Under Investigation
% Trouble Reports within 10 Days - Field Work - Business	3.46%	3.33%	0.15	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Residence	2.71%	2.35%	2.92	
% Trouble Reports within 10 Days - No Field Work - Business	0.81%	1.97%	-3.20	
POTS - Maintenance				
	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - Residence	3.26%	3.65%	-5.19	Under Investigation
Trouble Report Rate (%) - Business	1.02%	1.86%	-12.62	
% Missed Repair Commitments - Dispatch - Residence	10.78%	12.89%	-2.86	
% Missed Repair Commitments - Dispatch - Business	21.43%	22.86%	-0.71	
% Missed Repair Commitments - No Dispatch - Residence	6.60%	4.49%	1.99	
% Missed Repair Commitments - No Dispatch - Business	20.00%	16.62%	0.87	Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	66.83	83.21	-3.71	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	20.27	15.03	1.53	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	23.05	28.91	-1.24	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	9.34	10.98		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	42.37	39.43	2.95	Feb-Aug98 in parity
Receipt To Clear Duration - Out of Service - Dispatch - Business	16.77	12.32	3.93	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	19.21	16.08	1.87	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Business	8.07	8.47	-0.22	Under Investigation
% Out of Service (OOS) <24 Hours - Residence	47.89%	58.93%	9.46	
% Out of Service (OOS) <24 Hours - Business	91.09%	93.30%	1.71	
% Repeat Reports - Residence	5.93%	8.80%	-4.42	Under Investigation
% Repeat Reports - Business	6.92%	8.36%	-1.05	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval - VGPL	4.41			Insufficient Sample
Average Installation Interval - ISDN	10.91			Insufficient Sample
Average Installation Interval - DDS	5.00			Insufficient Sample
Average Installation Interval - DS1	7.50			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	97.30%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	82.35%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	4.90%	4.40%	0.24	Apr-Jun98;Aug-Dec98 in Parity
% SWBT Caused Missed Due Dates - ISDN	23.68%	5.93%	4.35	
% SWBT Caused Missed Due Dates - DDS	100.00%	0.03%		
% SWBT Caused Missed Due Dates - DS1	n/a	4.00%		
% SWBT Caused Missed Due Dates - DS3	0.00%	0.00%		
Average Delay days for SWBT Caused Missed Due Dates - VGPL	1.00	25.45		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	6.89	14.67		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	6.00	6.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	5.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	1.94%	0.00	Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.19%	-0.27	
% SWBT Caused Missed Due Dates > 30 Days - DDS	0.00%	0.00%		
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		
% SWBT Caused Missed Due Dates > 30 Days - DS3	0.00%	0.00%		
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	2.62%	-1.65	Apr-Aug98;Oct-Dec98
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	7.89%	2.22%	2.24	
% SWBT Missed Due Dates due to Lack of Facilities - DDS	0.00%	0.03%		
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	2.00%		
% SWBT Missed Due Dates due to Lack of Facilities - DS3	0.00%	0.00%		
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	74.19%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	0.00%	20.83%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	25.45		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	14.67		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	6.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	5.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	6.90%	2.29%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	11.11%	8.54%		Insufficient Sample
% Trouble Report within 30 Days - DDS	0.00%	0.14%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	7.69%		Insufficient Sample
% Trouble Report within 30 Days - DS3	0.00%	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	14.13	32.42		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	8.09	13.73		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	11.48		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	2.23	22.76		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	1.02		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	1.25	29.25		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	0.94	3.42		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	5.19		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	4.55		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	9.80		Insufficient Sample
% Repeat Reports - VGPL	5.00%	5.97%		Insufficient Sample
% Repeat Reports - ISDN	18.18%	9.35%		Insufficient Sample
% Repeat Reports - DDS	n/a	2.01%		Insufficient Sample
% Repeat Reports - DS1	0.00%	1.25%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.99%	3.12%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	1.32%	6.38%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.50%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	16.67%	73.23%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	0.00%	33.33%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval	1.77	2.58		Insufficient Sample
Percent SWBT Caused Missed Due Dates	0.00%	6.28%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	0.00%	4.98%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	2.32%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.22%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	5.96		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	14.62%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	6.59%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	73.73		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	25.93		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	33.72		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	14.69		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	66.16%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning

	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval (Days) - 8.0 dB Loop With Test Access	15.00			Insufficient Sample
Average Installation Interval (Days) - 5.0 dB Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - BRI Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 3 Days - 8.0 dB Loop With Test Access	0.00%			Insufficient Sample
% Installations Completed Within 3 Days - 5.0 dB Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 3 Days - BRI Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 2 Days - DS1 Loop With Test Access	n/a			Insufficient Sample
	CLEC	SWBT	Z VALUE	COMMENTS
% SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	0.00%	1.11%		Insufficient Sample
% SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	4.40%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	4.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	n/a	5.63		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	25.45		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	5.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop With Test Access	0.00%	0.02%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop With Test Access	n/a	1.94%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop With Test Access	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 8.0 dB Loop With Test Access	0.00%	0.82%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	2.62%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop With Test Access	n/a	2.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 8.0 dB Loop With Test A	n/a	2.08%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 5.0 dB Loop With Test A	n/a	74.19%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop With Test Acc	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 8.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 5.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop With Test Acc	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	6.15		Insufficient Sample
Average Delay Days due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	25.45		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop With Test Access	n/a	5.00		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 8.0 dB Loop With Test Access	0.00%	2.58%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 5.0 dB Loop With Test Access	n/a	2.29%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 Days - DS1 Loop With Test Access	n/a	7.69%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - 8.0 dB Loop With Test Access	0.00%	3.09%		Insufficient Sample
Trouble Report Rate (%) - 5.0 dB Loop With Test Access	n/a	3.12%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop With Test Access	0.00%	73.23%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	14.62%		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	n/a	46.06		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	32.42		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	22.76		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	n/a	19.30		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	29.25		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	4.55		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	66.16%		Insufficient Sample
% Repeat Reports - 8.0 dB Loop With Test Access	n/a	8.71%		Insufficient Sample
% Repeat Reports - 5.0 dB Loop With Test Access	n/a	5.97%		Insufficient Sample
% Repeat Reports - DS1 Loop With Test Access	n/a	1.25%		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.83%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	4.14%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.46%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.13%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.53%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	13.1%	1.6%	35.30	Under Investigation
Percent Missed Due Dates - SWBT to CLEC Trunking	2.4%	1.6%	4.17	Feb-May98;Jul98;Oct98;Dec98 in Parity
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	4.74	21.67	-14.65	
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	21.33	21.67	-0.12	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	0.3%	-3.19	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.4%	0.3%	1.64	Feb-Aug98;Oct-Dec98 in Parity
Average Trunk Restoral Interval - CLEC to SWBT Trunking	2.42	n/a		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	n/a	n/a		Insufficient Sample

Interm Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days of Installation	n/a			
Percent Missed Due Dates	n/a			

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval - Field Work - Residence	2.91	3.67	-3.01	Feb-Jul98;Oct-Nov98 in Parity
Mean Installation Interval - Field Work - Business	4.40	3.56	1.77	
Mean Installation Interval - No Field Work - Residence	0.07	0.48	-17.05	
Mean Installation Interval - No Field Work - Business	0.35	0.60	-2.03	
% Installations Completed Within in 5 Days - Field Work - Residence	96.10%	91.53%	-2.87	
% Installations Completed Within in 5 Days - Field Work - Business	90.51%	91.57%	0.47	
% Installations Completed Within in 3 Days - No Field Work - Residence	100.00%	98.83%	-5.08	
% Installations Completed Within in 3 Days - No Field Work - Business	100.00%	97.52%	-1.81	
% SWBT Caused Missed Due Dates - Field Work - Residence	4.17%	8.41%	-2.98	Mar-Jul98;Oct-Nov98 in Parity
% SWBT Caused Missed Due Dates - Field Work - Business	7.88%	6.10%	1.04	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.04%	0.06%	-0.68	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.12%	0.16%	-0.39	
Average Delay Days SWBT Caused Missed Due Dates - Residence	3.00	3.10		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.25	4.13		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.14%	-0.73	Under Investigation
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.99%	0.06%	4.28	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	-0.47	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.00%	0.00	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	2.86%	6.63%	-2.95	
% SWBT Missed Due Dates due to Lack of Facilities - Business	5.91%	4.51%	0.94	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	2.27%		
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	16.67%	4.18%		
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.25%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	5.45	8.18		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	11.67	8.96		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.65%	5.36%	-1.48	
% Trouble Reports within 10 Days - Field Work - Business	2.46%	3.24%	-0.62	
% Trouble Reports within 10 Days - No Field Work - Residence	1.76%	2.08%	-1.83	
% Trouble Reports within 10 Days - No Field Work - Business	0.65%	1.66%	-3.20	
POTS - Maintenance				
	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - Residence	2.33%	2.72%	-4.38	Feb-Aug98;Oct98;Dec98 in Parity
Trouble Report Rate (%) - Business	0.91%	1.47%	-8.66	
% Missed Repair Commitments - Dispatch - Residence	7.68%	7.24%	0.45	
% Missed Repair Commitments - Dispatch - Business	10.25%	13.65%	-1.53	
% Missed Repair Commitments - No Dispatch - Residence	13.48%	7.54%	2.95	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	45.14%	27.93%	4.37	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	45.93	49.81	-0.85	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	22.20	20.24	0.24	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	38.82	19.30	3.72	Under Investigation
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	33.24	24.05	1.48	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Residence	23.95	22.68	0.86	
Receipt To Clear Duration - Out of Service - Dispatch - Business	11.61	10.68	0.48	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	10.39	13.72	-0.95	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	15.54	12.38	0.69	
% Out of Service (OOS) <24 Hours - Residence	83.22%	83.65%	0.28	Under Investigation
% Out of Service (OOS) <24 Hours - Business	93.42%	94.96%	1.04	
% Repeat Reports - Residence	7.32%	8.95%	-1.50	
% Repeat Reports - Business	9.68%	7.92%	1.11	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval - VGPL	4.47			Insufficient Sample
Average Installation Interval - ISDN	7.44			Insufficient Sample
Average Installation Interval - DDS	4.00			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	3.11%	-1.13	
% SWBT Caused Missed Due Dates - ISDN	38.10%	11.55%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	0.00%	17.77%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	3.03%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	7.22		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	15.13	8.15		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.17%	0.00	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	4.76%	0.28%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	3.11%	-1.13	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	4.76%	3.66%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	5.56%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	0.00%	38.46%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	7.22		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	8.15		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	2.56%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	7.14%	7.03%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.50%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	12.50%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample